

# Local Family Council COVID-19 Informational Call Notes

## Call Details

Facility: Coyote Ridge Corrections Center

Date and Time: 6/12/2020, 9:00 am

## Attendees

- Local Family Council Members
- DOC Staff:
  - Jeff Uttecht, Superintendent
  - Bill Copland, Family Services
  - Michelle Duncan, Assoc. Superintendent
  - Tim Taylor, Health Services Manager 1
  - Kate Jansen, Administrative Assistant 3
  - Paige Perkinson, Engagement and Outreach PS4
- OMBUDS
  - Joanna Carnes, Director Ombuds
  - Caitlin Robertson, Assistant Ombuds

## Weekly Update

- CRCC continues to see an increase in COVID-19 cases.

COVID – 19 Cases:

Current population at MSC: 1888

Total Number of Individuals Tested

Positive: 70

Transferred to a RCF: 50

Negative: 37

Waiting Results: 4

Quarantined: 1863

Isolation: 25

Staff Positive: 27 CRCC staff have tested positive for COVID-19. An additional four (4) of the staff members were at training in Walla Walla, WA and were not onsite.

- Please note:
  - Questions for upcoming meetings are to be emailed to Kate Jansen at [catherine.jansen@doc1.wa.gov](mailto:catherine.jansen@doc1.wa.gov) no later than 8:00am Thursday. Any questions received afterwards will be held over to the next week or if time allows asked during the end of the conference call.
  - Thursday mornings, questions will be categorized and reviewed by Associate Superintendent and Superintendent to have responses ready for the teleconference Friday at 9:00am.
- Additional guidelines:
  - Meeting time will be one (1) hour.
  - We will answer all the questions first and open up for questions/comments afterwards.
  - If any questions are left unanswered at the end of the meeting, we will add them to the next meeting.
  - Please ensure your phones are on mute.
  - Please provide your name before asking a question or responding to assist.

- LFC representatives are free to gather questions to ask, and to share responses; however, these calls truly need to be limited to LFC members in order to be productive, and to ensure that participation in these interactions can continue.
- If you, or you know someone that has a loved one at CRCC and would like to be added to the LFC list to receive call in information, meeting minutes and other correspondence the facility may send out please send an email to [Catherine.jansen@doc.wa.gov](mailto:Catherine.jansen@doc.wa.gov) or [miduncan@doc1.wa.gov](mailto:miduncan@doc1.wa.gov).
- Update from Michelle
  - CRCC continues to see an increase in COVID cases and the facility has increased restrictions to those allowed out of their cells effective Thursday 06/11/20 at 1300 hrs.
  - Individuals will be rotated out every other day by identified tiers/cells for 20 minutes to use the showers, microwave/ice machine/phones/KIOSK/Jpay. Only 4 cells per MEDIUM unit and 2 calls per MI3 unit will be allowed out at any one time.
  - In the MI3 living units they will be allowed out to use the bathroom as needed but will be controlled to 1 cell at a time.
  - Staff conduct tier checks every 15 minutes and will open the door when brought to the officer's attention.
  - All staff at CRCC are now required to wear the surgical masks.
  - KIOSKS are up and running.

## Pre-Submitted Questions

### Question 1

When an inmate is moved from CRCC to AHCC or MCC, who carries that positive case in their numbers? Does the positive result remain with CRCC or does that positive result transfer with the inmate? If it does, the positive numbers for CRCC would be MUCH higher than currently reported. Could you please clarify?

#### Answer

The numbers posted on the DOC COVID-19 website are based on the location where the individual tested positive for COVID-19.

### Question 2

How are the positive numbers for CRCC doubling each week with all the efforts CRCC is putting into the facility wide quarantine?

#### Answer

This is not really a question we can answer. We are continuing to implement additional precautionary measure to protect the population.

### Question 3

Will you endorse what you are doing is not working and something has to change?

#### Answer

The facility will not be endorsing personal opinion.

### Question 4

Has the Medium restricted movement been decreased?

#### Answer

Yes, as we have identified above with the new process.

### Question 5

Have you implemented what was stated last week in where you have an officer deliver a message to an inmate's loved one as soon as they are placed in medical isolation?

#### Answer

When an individual is placed in isolation they are provided with a form the day they arrive and the staff, unit CUS or the Counselor will call the family with the message. Every effort is made to make the call the same day however is dependent on when they arrive in isolation and staff availability.

### Question 6

You stated that it is just the policy that a person only gets a shower and gets to have a paper message delivered once every 7 days. We would like to know WHY that policy and when will it be changed?

#### Answer

The direction is based on the WA state COVID guidelines that they are allowed one 10 minute phone call every 7 days. CRCC does not have the availability of in-cell phone use; therefore staff are passing messages to loved one as explained. We continue to work on getting phones that we can use in cell in our isolation areas so they may call families directly. This protocol was created from a team of medical specialist who are working to best prevent the spread of the COVID-19 virus.

### Question 7

Why is the person on an inmate's emergency contact not informed when an inmate is placed on medical isolation? Is that not an emergency? If not, what constitutes as an emergency?

#### Answer

Medical isolation is used as a method to prevent healthy individuals from contracting any illness that another individual may be experiencing, it does not always constitute a medical emergency. Should the individual experience a medical emergency, their emergency contact will be notified.

### Question 8

I believe that there had been mentioned some time back that DOC was working on replacing JPay with another company. Does anyone know anything about that? Our inmate does not want to order a new tablet if there is any chance that he might have to replace it within a few months with the new company.

#### Answer

We are not currently aware of any change in regards to our services.

## Additional Questions

### Question 1

Why is it stated that the inmates are to go down and get their meals when it is stated that the food is to be delivered to their cell? And why are they getting a cold breakfast?

#### Answer

The directive is that all meals are to be delivered cell front. We will continue to monitor this and follow up in B unit.

### Question 2

What about the men that are in Minimum? What happens if there is an emergency?

Answer

We have increased the amount of staff in those units and have also increased the amount of tier checks to every 15 minutes. Staff are always on the tiers monitoring for bathroom breaks. We have increased the staff tremendously and brought in staff from other institutions. We have someone on those tiers constantly.

### Question 3

When an inmate is taken out due to being sick, what happens to their property?

Answer

They are allowed to take some of their property with them such as their JPay, clothing, address book, etc. The rest of their property is rolled up and secured in the unit property room.

### Question 4

Are they receiving US mail right now?

Answer

Yes, everything is being delivered cell front. Everything that they would normally be able to get via callout is being delivered to them. It may be delay due to the delivering cell from but they are receiving their mail.

### Question 5

It took Michael over a week to get his on-person medication. Is that something that they are allowed to take with them as well?

Answer

Yes, he should have been able to take that with him when he went to isolation. I can't comment on why that didn't happen but will remind our staff again on what is allowed.

### Question 6

Is there internet in isolation?

Answer

No, we do not have the ability to set up internet access in our Restricted Housing Unit.

### Question 7

I just want you to be aware that Michael was told when he went isolation that he was not allowed to take anything with him. I want that on record.

Answer

We will continue to communicate with our staff so that they are aware that taking those items is allowed.

### Question 8

You mentioned that there were 71 cases. I take that to mean that there were 71 positive at Coyote Ridge, but that does not mean that they are there now.

Answer

Correct. There have been 71 positives at CRCC, but many of them have been transferred to Airway Heights, Monroe, or a community hospital.

### Question 9

If our loved one is transferred, are we notified?

Answer

No, we don't make that notification. The only notification we are required to make is when it is an end of life situation. I would hope that when they are transferred there would be a protocol for them to be able to notify their families directly.

Bill Copeland Family Services stated that there is an application on the website that will notify you whenever someone is transferred.

A family member responded stating that they have done that and hopes that there would more humanity from the Department of Corrections in regards to this and that these requirements were written with this in mind.

#### Question 10

The medical office is not processing applications for ROI's (Release of Information). I know that mine has been sitting there for a couple of weeks. We have been told that this is the only way we are going to be told the health information of our loved one, and your staff have not been processing those ROI forms. So we are all sitting here waiting for our loved ones to get sick, and your staff can't process forms in a timely manner.

Answer

We will talk with Medical Records and follow up on getting these processed.

#### Question 11

How often does Mental Health staff make rounds in the unit?

Answer

They are assigned to the units. They go in twice a day and check with someone within the unit, someone that has a temperature for the unit, and then they will walk through. These checks began around late May. We would encourage that anyone who is in need of Mental Health to send a kit to Medial or reach out to unit staff.

#### Question 12

Would they have to wait for their designated time out of the cell to make this request?

Answer

No, they can do that at any time.

#### Question 13

Who is the health services nurses staff after hours in case there is a mental health emergency?

Answer

We have health services nurses working 24 hours a day on rotating schedules.

#### Question 14

Is there a specific mental health person for each unit?

Answer

Yes, we currently have six psychology associates assigned to two units. They may walk the tiers, talk with staff etc. At any time if anyone needs to speak to mental health, they best way is to contact the unit staff. Our mental health have time to visit individuals at cell, we just need to know who those individuals are. Also we have 24 hour medical duty officers to handle any mental health emergency that may arise after hours.

#### Question 15

Who is the psychiatrist there at Coyote Ridge?

Answer

That would be Dr. McDougall.

### Question 16

Do they have books, puzzles, and things that can be distributed through the unit?

Answer

Yes, our recreation staff have done a wonderful job in creating things that can be done in unit, such as handouts and in cell exercises.

### Question 17

Can you tell me why an inmate was not allowed to make a legal call? My fiancé has been trying to make a legal call for a few days and the first officer that he spoke to told him that that wasn't his problem. So, I am wondering why that is being denied to him.

Answer

We can't comment on that because we don't have any specifics. We have said before that if there are concerns like that, we need to be made aware right away.

### Question 18

Regarding Union Supply, I just wanted you to know that I spent 45 minutes on hold to hear that the order was lost and they offer no tracking. These things could make this more comfortable for him, and he can't receive it. I just don't understand the disconnection between the two companies.

Answer

We would hope that Union Supply would then refill the order if it was lost. We can't comment on how Union Supply operates.

### Question 19

What is the meaning of restricted movement?

Answer

Restricted movement is when we restrict when they can come out of their cells. We use the term restricted movement because it is a more accurate term than lockdown. We are hoping that we can do this as short as possible. This is simply in an effort to try and contain this disease and get a handle on the spread. Our attempt to do this short term and not do it any longer than we have to.

### Question 20

I have gotten multiple messages from multiple people in H Unit that the bolts are deadlocked and that they are having to urinate in boats.

Answer

If they are doing that, there is no need for it. We have sufficient staff in the units to get them out to use the restroom. We have more staff in these units than we have ever had in the history of the expansion of CRCC. Their sole purpose is to control movement of bathroom use.

### Question 21

My husband had to wait an hour in a half to go the bathroom and another 2 hours to go urinate. So he was holding it the entire time and that can't be healthy and that is not humane. Going around and letting out one person at a time to go to the bathroom is just not ok.

Answer

We understand your concern and we know that it is frustrating for them also. We did have some challenges when we first started and we believe that we have streamlined that. We are continuing to monitor to make sure that these things don't happen.

#### Question 22

I am glad that you are stating that you are monitoring it, but whoever keeps saying that what the family member is saying is not true, you guys have got to quit saying that these things aren't happening. Stop saying that what we are saying isn't true. You have to believe what we are telling you.

Answer

I understand that and do not believe that was the intent of what he was saying. I know that when we are presented with an issue it is thoroughly looked into. We appreciate the comment and we know that we are not perfect and know that there is challenges out there and we really are doing what we can to make sure that these things are not happening.

#### Question 23

Who make the directive for the modified restricted movement?

Answer

Those are decisions that are made at the Department wide level in consultation with facility operations. There is no one name to put it. It is a clinical and custody decision. It was not just one person but many different disciplines.

#### Question 24

Do you think that if your facility wasn't so populated that the spread would be not as much like if each person had their own cells.

Answer

We cannot speculate on that. This place is designed for the population that we have at CRCC. We are operating within the design capacity. We don't really know exactly how it got in but the place is not designed as a single cell institution.

#### Question 25

I think the spread would not have happened if staff were wearing masks and protecting everyone from the beginning but I also would like to know why the 20 minutes was determined to be out for shower, phone calls and water. I'm just wondering how they can do that in just 20 minutes.

Answer

We are trying to get everyone out the best we can, giving everyone an opportunity to get the shower and make a call. It's actually very different process and there is a lot of individual that need to come out and when you add in time for others things like count and feeding it limits the amount of time that we can allow.

#### Question 26

How would you guys feel about CDC regulators coming and helping you strategize for prison modifications for the corona virus in general?

#### Answer

We don't think we can actually answer that question. We can tell you that the state's highest level epidemiologist has already been here. We have had folks from lots of different agencies, they are obviously all concerned. We don't operate in a vacuum, we are involved in all of these entities all the time. They all know that we are having these challenges and listening to what they tell us. It is truly a multidisciplinary team to help address the issues, to try to control the virus and to continue to run the institution. It is a huge challenge and we assure you all hands are on deck to address this and we would not have gone to this drastic measure if we did not think we needed to.

#### Question 27

I just know that historically the CDC will step in and help out when needed especially when there is more than a certain amount of complaints. So if that is something you think would help, couldn't you request that?

#### Answer

If there is a request by the agency to bring the CDC we don't know what that would look like from an institutional perspective but we can tell you that the Department is connected to the CDC to.

#### Question 28

Are you guys going to finally do mass testing so that we actually have an accurate depiction of what is going on as far as positives and are you guys going to be disciplining staff who are still not following protocols.

#### Answer

We address our staff if we find someone is not wearing their proper PPE's but will not go into details regarding any disciplinary measures. At this moment we are not aware of a decision to test all of the incarcerated. There are conversations about certain areas but at this moment we are not aware of a decision to test all the population.

#### Question 29

Who makes that decision?

#### Answer

That decision is made at a very high level in state government. This is an institution that enforces the directives that are provided. We are involved in those conversations but decisions are made in very high places.

#### Question 30

It seems kind of silly, I was listening to the news on the way in and up at WSU they are testing the Football team before they start practice and I can't understand why we can't do that for our guys there. It just seems logical and obvious to do that.

#### Answer

That you for your comment, it will be noted. However that is not a local decision.

#### Question 31

Can you tell us what they are doing with the staff, are their temperatures checked as they come in. There is 28 staff that have tested positive, I am assuming they are in quarantine. How do you replace 28 people, qualified staff members? But are they being tested before they come into work.

#### Answer

Yes, all staff are temperature checked before coming into work. This has been a practice since March, they are asked questions such as: Have you developed a new cough in the last 14 days, Have you developed body aches

you can't explain, loss of taste or smell, etc. They are then temperature checked prior to going into work. If they fail any of those questions or temperature checked they are immediately asked to leave the facility. They will remain at home until contacted by the Occupational Nurse Consultant (ONC) who will determine when they can come back to work. The employee has to be symptom free for 14 days prior to return unless they get a COVID test and if they have a negative COVID test and symptom free for 72 hours then they are allowed to return to work.

### Question 32

Was there any follow up or did you find out the answer to whether or not they can pay for loved ones to get tested as opposed to you guys doing it for them. Can we do that?

Answer

No there was no follow up and no I don't have the answer to that. We try to get some information on this and let you know.

### Question 33

With the amount of officers that are sick at this time, are you having trouble filling those positions, having adequate staff?

Answer

We watch that closely every day and monitor it. WE have brought in extra staff to assist and fill the gaps. We had a good compliment of staff prior to this which has helped. We has also hired additional staff during this process as well which helps. Right now we are not critical level of staffing but certainly on the verge and monitoring closely. We have the opportunity to monitor additional staff from other facilities if needed, we have done that to appoint to increase presence in the unit now.

As far as staffing for medical we have lost up to 6 nurses and they have tested COVID positive. I can't say it came from treating these positive individual but a lot of these nurses are going to isolation and doing the quarantine checks, wearing full PPE, doing everything they can but the viral load is just so much that they end of getting sick anyway. They are working 70 hours a week. We have borrowed numerous nurses from other prisons. Yesterday we had 2 Department of Health nurses come in and help us over the weekend. We are working as hard as we can to keep everyone safe, your loved ones, and our team.

### Question 34

Tim what is your email?

Answer

[tjtaylor@doc1.wa.gov](mailto:tjtaylor@doc1.wa.gov)

### Question 35

Mr. Uttecht so I understand that some of the inmates are begin asked to go back to work in the kitchen. If they decline to do that will they be punished?

Answer

No they will not be punished if they chose to self-quarantine and not report to work.

### Question 36

Going back to talking about staff, are we still doing rideshares?

Answer

First and foremost we do not provide rideshare, that is done on an individual basis and at their own expense. So if they chose to ride in a vanpool that is their choice. We have put our reminders about social distancing, proper PPE and that they may want to consider different modes of transportation while this situation is occurring. We see a lot less vans out there but there are still some out there.

#### Question 37

Are you able to provide us with that notification that you have given to them?

#### Answer

Public Disclosure is where you go to get that information.

#### Question 38

So if they chose not to wear proper PPE that is on them?

#### Answer

We cannot tell staff what to do when they are not here. We can suggest or even beg but I can't tell people on the street how to live.

#### Question 39

So you can lock up my husband for many, many hours and expect them to follow directives but the staff does not have to?

#### Answer

That is not what we are saying, we expect them to follow directions when they are on state working time. But after hours we cannot dictate to them what to do or how to live.

### Comments/Closing

- Joanna Carnes provided information regarding the OCO call on Friday 06/12/20 at 1:00 pm, 360-407-3831, passcode is 821205#. She also reported that Q from the OMBUDS office is in the facility now and will be able to provide a report out.
- Captain Thompson's email is [rathompson@doc1.wa.gov](mailto:rathompson@doc1.wa.gov)
- If you have any individual questions or concerns please feel free to send me an email, [miduncan@doc1.wa.gov](mailto:miduncan@doc1.wa.gov) and I will respond as soon as I can.
- Thank you for joining us. The next call will be Friday June 19, 2020 at 9:00am.